



Human Resources Department News

Employees Train Employees

“Well-Trained Staff” is part of the City’s Mission Statement and a focus of the City’s new Strategic Plan. The City has teamed up with AFSCME to strengthen staff training in the area of Safety.

During the month of January, four City employees conducted Hazardous Communication Training for other City staff. Their instruction was a success and the City is very proud of their efforts.

Rene Rios, Wastewater Technician; **Louie Laborin**, Wastewater Plant Lead Operator; **Hector Pena**, Parks Maintenance Worker; and **Raul Alvarado**, Special Project Technician were selected to attend a Train the Trainer course in Tucson in December of last year. The course was sponsored and paid for by a grant made available through AFSCME .

The City of Douglas Safety and Wellness Program of 2002 contains a written Hazardous Communication Program .



Demonstration of proper Confined Space Entry equipment by Dan Varner of AFSCME.

It is currently being updated and enhanced as a result of this recent training.

The month of February will be dedicated to having departments and divisions complete or update their **chemical inventory lists**. Updated lists are due to the HR Department by the end of February.

MSDS Sheet updates will follow in March. All supervisors will be responsible for ensuring the completion of these tasks.

Also sponsored by AFSCME was a refresher course on Confined Space Entry. Dan Varner, AFSCME Trainer was on site to instruct the Utilities Division staff. The training sessions received great feedback, especially on the great job done by our own trainers.

Rene Rios and Raul Alvarado will travel to North Carolina in February for additional training on evaluating the Hazardous Communication program.

On Safety:

- **CHEMICAL INVENTORY:** All Departments/Divisions are required to complete chemical inventory lists and submit them to HR by the end of February. Please contact HR staff to obtain forms, if necessary.
- **TIP:** To ensure the deadline is met, you may want to assign one employee this task and report the contact name to the HR Department for follow up.



A View to a Vibrant Future—The City of Douglas Strategic Plan

The City Council adopted the first Strategic Plan for the City of Douglas in August of 2004. The Plan is intended to be a continuous improvement plan for planning the future of the organization over the next three to five years.

Departments will be asked to align their respective budgets along the

goals of the Strategic Plan. There are four focus areas in the Strategic Plans as follows: **Employees the Heartbeat of the City ; Professional Service Delivery; Accountable Leadership; Community Participation & Image.**

Each focus area has been assigned an overall goal with proposed tactics

to achieving those goals. Departments are asked to brainstorm ways to help achieve these or similar tactics. To view the document go to the City website at:

www.douglasaz.gov

and click on Strategic Plan.

How's our Customer Service?

The City of Douglas strives to provide the public with excellent customer service. Please take a few moments to let us know how we're doing.

Was staff responsive to your special needs or requests?

Yes

Somewhat responsive

No

Was work processed timely?

Yes

Could improve

No

Was the information you received accurate?

Yes

Somewhat accurate

No

Was staff helpful and courteous?

Yes

Somewhat helpful

No

This is a sample survey which is intended for use by the public to measure our external customer service. Look for something similar to be placed around City facilities and on our website.

Supervisor Accountability Ratings Underway!

As part of the "Accountable Leadership" Focus Area of the City Strategic Plan, new ratings will be required for all Supervisors and Department Heads as part of their Performance Evaluation Plans. New factors are being developed and will be released in the next few months.

Examples of Accountability Ratings:

- Safety Equipment Made Available to Staff
- Use of Safety Equipment Enforced
- Injuries Reported Timely
- Measures taken to Prevent Injuries
- Time Sheets submitted timely and accurately
- Staff's Performance Evaluations submitted timely
- Evaluating Staff on following proper safety measures and wearing appropriate PPE
- Proper authorization and reporting of overtime
- Proper Purchasing Procedures followed
- Proper Cash Handling

This program is being developed and your suggestions are encouraged. Please leave your suggestions or comments at the HR Department.

Suggestions / Comments:

Which department or area you are rating?

Describe the service you were seeking:

How can we serve you better?

Name of employee who assisted you:

HR has a new link on their Web Page!

Go to www.douglasaz.gov and click on City Departments and then click on Human Resources Department and go to Employee Benefits.

Information will be updated frequently to provide you with the latest information on your benefits.

Human Resources Department News Working Hard For You!

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The Mission of our Organization

The City of Douglas is committed to enhance quality of life and economic growth in the community by providing the finest municipal services through excellent customer service, consistent practices, and support of partnerships.

In doing so, City employees are:

Valued Innovative Empowered Well-Trained

City of Douglas Employees ... IN VIEW